

125 High Street
Oliver Tower – 7th Floor
Boston, MA 02110
Tel (617) 743-2265
Fax (617) 737-0648
alexander.w.moore@verizon.com



Alexander W. Moore
Deputy General Counsel

November 15, 2010

Catrice Williams, Secretary
Department of Telecommunications and Cable
1000 Washington Street – Suite 820
Boston, Massachusetts 02118

Re: DTC 09-1 In re Verizon Service Quality in Western Massachusetts

Dear Ms. Williams:

As Jesse Reyes and I informed the Department by telephone last week, the Office of the Attorney General ("AG") and Verizon New England Inc. ("Verizon MA") have reached a settlement in principle of the above proceeding, following lengthy negotiations. The AG and Verizon MA have also discussed the settlement with the other active parties to this proceeding – IBEW Local 2324 and the towns of Hancock, Egremont and Leverett – and have recently circulated a written settlement agreement to them for review. Allowing some time to conclude those discussions, Verizon MA and the AG will provide updates to the Department as they become available. Further, the parties hope to file a settlement agreement with the Department as soon as possible, potentially by November 24th, for its consideration and approval.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Alex Moore".

Alexander W. Moore

A handwritten signature in cursive script, appearing to read "Sandra Callahan Merrick". To the right of the signature is a handwritten note in parentheses: "(A.W.M.)".

Sandra Callahan Merrick
Assistant Attorney General

cc: Geoffrey G. Why, Commissioner
Kajal K. Chattopadhyay, General Counsel
Kalun Lee, Hearing Officer
Jesse S. Reyes, Chief, Energy and Telecommunications Division
Jed M. Nosal, Chief, Business and Labor Bureau
Service List